



# Managing Matters

## **What is Managing Matters?**

**Managing Matters** is a management development program through which Training Services Division delivers classroom courses to management teams in individual DHMH units. It is a group of courses that focuses on the basic knowledge and skills needed by new and experienced managers.

### **What's in it for you as a manager?**

- Your management team will learn together and therefore, be more effective in coaching and supporting each other when issues arise in your unit that require management involvement.
- Your management team will have common management knowledge and language.
- The content of the courses can be tailored to your unique and current needs.
- Your management team can develop an ongoing relationship with Training Services Division.

## **How to begin Managing Matters in your Unit?**

- Make a commitment to the development of your management team and ensure that at least eight (8) will attend any courses that you request.
- Provide a room at your facility that could accommodate the number who would attend.
- Look at the following list of courses and choose one that you would like to bring to your management team first.
  - Change in the Workplace
  - Communication Skills & Positive Attitude
  - Conflict Management
  - Inclusion@Work (Cultural Diversity)
  - Lead and Develop Your Staff
  - PEP – Writing Essential Job Functions & Performance Standards  
(This mandatory class is also scheduled at various locations around the state for units who need this course but do not have sufficient enrollees to bring it in-house.)
  - Understand and Correct Performance Problems
  - Everything DiSC® Management
  - Your Management Role
- Contact one of Training Services Division's Management Development Specialists (Chris Grodnitzky – [cgrodnitzky@dhmh.state.md.us](mailto:cgrodnitzky@dhmh.state.md.us) , Cynthia Harris – [charris@dhmh.state.md.us](mailto:charris@dhmh.state.md.us) , Vander Spruill – [vspruill@dhmh.state.md.us](mailto:vspruill@dhmh.state.md.us)) to discuss Managing Matters and the needs of your unit. They will discuss your needs and help you decide which course may be the most appropriate one for your management team as a starting point for your unit.

For a detailed description of courses visit us at <http://dhmh.maryland.gov/tsd/mm.htm>.